

# PROVIDER RESPONSIBILITIES



Missouri Medicaid Audit and Compliance  
Provider Certification Review Materials

# Provider Responsibilities



- Hire, screen and monitor employees
  - ✦ Contacting credible references
  - ✦ Furnish employees with identification
  - ✦ Monitor employee files
  - ✦ Promote employee safety
  - ✦ Screen EDL and FCSR (criminal background)
- Notify MMAC of changes
  - ✦ Location, phone, business structure and management
- Maintain liability insurance and dishonesty bond

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual

# Provider Responsibilities



- Train staff
  - ✦ Designate trainers
  - ✦ Code of Ethics, Client Rights, Confidentiality
  - ✦ Mandated Reporting
    - Abuse, Neglect and Exploitation
    - Suspected fraud related to services

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual

# Provider Responsibilities



- Monitor services being provided
  - ✦ In-home personal care workers cannot be a family member of the recipient for whom personal care is to be provided. A family member is defined as a parent; sibling; child by blood, adoption or marriage; spouse; grandparent or grandchild - 13 CSR 70-91.010(3)(K)(4).
  - ✦ Initiate services promptly (within 7 days)
  - ✦ Recommend changes to care plans
  - ✦ Document undelivered services
  - ✦ Address grievances

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual

# Designated Manager Qualifications



- At least twenty-one (21) years of age
- Meets one of the following requirements:
  - Registered nurse currently licensed in Missouri
  - Possess a Baccalaureate degree
  - Licensed practical nurse currently licensed in Missouri with at least one (1) year of verifiable experience with direct care to the elderly, disable or infirm.
  - Three (3) years of experience with direct care to the elderly, disabled or infirm.
- Successfully completed this provider certification course
- Annual attendance at MMAC update meeting

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual

# Designated Manager Responsibilities



- Day-to-day operation of the agency
- Policy maker
  - ✦ Communicable diseases
  - ✦ Employee safety
  - ✦ Hiring and firing practices
  - ✦ Orientation and training of personal care staff
- Record keeping
- Monitor provision of services
  - ✦ Service delivery verification monthly
  - ✦ Review care plan change requests
- Annual visit to participant's residence
  - ✦ Evaluate aide's performance
  - ✦ Review the plan of care with participant

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual

# Registered Nurse Qualifications



- Registered nurse currently licensed in Missouri
- One (1) year of verifiable experience with direct care of the elderly, disabled or infirm.

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual

# Current Registered Nurse Responsibilities



- Monthly on-site visits (“10% sample”)
- Review of all annual on-site reports by supervisor
- Monitor staff to assure services are being delivered in accordance with the authorized care plan
  - ✦ Report any discrepancies or services not provided.

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual



# Current Registered Nurse Responsibilities



- Direct staff responsible for orientation and training to make sure requirements are met.
- Assure appropriate recommendations are made for care plan changes of participants.
- Supervise or direct nurse functions completed by the LPN as set forth in the Personal Care Program Regulation.

Applicable to the services standards for the in-home personal care program under 13 CSR 70.91.010; 13 CSR 70-3.030; 19 CSR 15-7.021 and the MO HealthNet Personal Care Manual